



# GOVERNMENT OF JAMAICA JAMAICA LIBRARY SERVICE

## JOB DESCRIPTION AND SPECIFICATION

<b>JOB TITLE:</b>	<b>Technical Support Service Technician</b>
<b>JOB GRADE:</b>	<b>MIS/IT 4</b>
<b>POST NUMBER:</b>	<b>269474</b>
<b>BRANCH:</b>	<b>Information Technology</b>
<b>REPORTS TO:</b>	<b>Director, Information Technology</b>
<b>ACCOUNTABLE TO:</b>	<b>Director, Information Technology</b>
<b>MANAGE</b>	<b>N/A</b>

**This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.**

This document is validated as an accurate and true description of the job as signified below:

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager/Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Head of Department/Division

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date received in Human Resource Division

\_\_\_\_\_  
Date Created/revised

## **JOB PURPOSE:**

To support and maintain in-house computer systems, desktops, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance. The person will also troubleshoot problem areas in a timely and accurate manner, and provide end user training and assistance as required.

## **KEY OUTPUTS:**

- New/existing computer systems/hardware installed and configured
- Monitor and maintain computer systems and networks
- Troubleshooting for systems/networking problems conducted
- Customer service support provided
- Test/evaluate new/existing technology
- Recommend stakeholder device/technology specifications
- Configure stakeholder phones, CUG and VOIPs
- Meeting/conference setup and support
- ICT service requests attended to
- Individual workplans developed and submitted
- Monthly reports developed submitted

## **KEY RESPONSIBILITY AREAS:**

### **Technical/Professional Responsibilities**

- Support stakeholder requests by troubleshooting and problem-solving - either face-to-face or over the telephone.
- Troubleshoot Tier 1 system/networking problems and escalate where necessary.
- Replaces computer and accessories parts as required.
- Monitor and respond to customer service requests submitted for Help Desk related support.
- Document call solutions and provide documentation to supervisor
- Set up and configuring audio visual solutions for stakeholders.
- Delivers, setup, and assists in the configuration of end-user PC desktops, hardware, peripherals, printers and software.
- Diagnoses and resolves end-user network or local printer problems, PC hardware problems, e-mail, Internet, dial-in and Local-Area Network access problems.
- Coordinates timely repair of PC computer equipment covered by third-party vendor maintenance agreements.
- Performs minor desktop hardware repair for PC computer equipment and peripherals that are not covered by third-party vendor maintenance agreements.
- Helps install Local Area Network cabling systems and equipment such as network interface cards, hubs and switches.
- Resolves VOIP and CUG phone problems.
- Assists Supervisor in creating materials for end-user Frequently-Asked Questions (FAQs).
- Install and configure computer hardware operating systems, software systems, printers, scanners, etc;
- Monitor and maintain computer systems and networks.
- Prepare evaluations of software or hardware and recommend improvements or upgrades.
- Evaluate utility of software or hardware technologies.
- Provide recommendations to stakeholders about computer hardware.
- Recommend changes to improve computer or information systems.

- Keep abreast of technological trends including hardware and software, virtual platforms and social media to maintain knowledge of hardware and software.
- Assist with the development and updating of IT manuals including knowledge transfer on the emerging IT industry or technology trends.
- Conduct scheduled maintenance upgrades.
- Provide support relevant reports inclusive of monthly report.
- Assist with the roll out of in-house ICT applications not limited to standalone computers but includes enterprise systems as well as ensuring support to users and the systems.
- Set up new users' accounts and profiles and dealing with password issues.
- Conduct assessments on computer equipment, printers and servers as required.
- Identify problem equipment & recommend for Board of Survey/replacement of equipment.
- Provides customer-friendly interactions with each stakeholder that requests ICT support.
- Develops and submits monthly reports.
- Develops and submits individual work plans.

**AUTHORITY:**

**N/A**

**PERFORMANCE STANDARDS:**

- Customer service support is provided promptly and within a courteous manner, call-outs are responded to within agreed time limits.
- Internal client-end support services should meet or exceed the customer's expectations.
- Relevant ICT industry standards and the Agency's user policies and procedures are enforced and observed.
- Communicates clearly at all levels.
- Logs of all ICT-related support calls/request should be done as per ICT industry standards and escalated, as necessary.
- Troubleshooting are conducted timely and accurately and escalated as necessary.
- Computers and accessories are appropriately installed, configured, upgraded and/or replaced as necessary.
- ICT-related support follow-ups are done according to schedule.
- Risk assessment is conducted in accordance with industry standards.
- Sound and relevant technical advice given to end-users.
- Effective standard operating procedures developed, implemented and in place for the various aspects of the use of IT across the Agency.
- Confidentiality, integrity, and professionalism are displayed in the execution of duties and personal conduct.
- Proper documentation of all systems, processes, and procedures.
- Individual workplans are developed in accordance with stipulated format and within agreed timeframe

**INTERNAL AND EXTERNAL CONTACTS (specify purpose of significant contacts):**

**Within the Ministry**

<b>Contact (Title)</b>	<b>Purpose of Communication</b>
Director, IT	Receive directives and advice
Deputy Director	Receive directives and advice
Computer Users	To resolve whatever computer problems, they may be experiencing.

**Contacts external to the Organisation required for the achievement of the position's objectives.**

Contact (Title)	Purpose of Communication
Third party vendors	To communicate software or hardware maintenance requests
Library Patrons	To resolve whatever computer problems, they may be experiencing.

**SPECIAL CONDITIONS ASSOCIATED WITH THE JOB:**

May be required to work long hours, after hours and on weekends and public holidays when the need arises

**REQUIRED COMPETENCIES (Core and technical to be specified):**

The post-holder will be able to demonstrate:

***Technical***

- Working knowledge of the development and use of Client/Server applications
- Good Knowledge of the legacy Windows 2000/XP/Vista/Windows 7 network platform and current Windows operating systems
- Good Knowledge of Microsoft Office suite of applications
- Knowledge of principles and theories of network systems and management; Internet technologies and products
- Working knowledge of Open-Source Platforms and solutions
- Knowledge of current technological developments/trends in area of expertise.

***Core***

- Sound personal and professional integrity
- Ability to communicate with and understand the requirements of professional staff in area of specialty
- Ability to think logically
- Good interpersonal relationship building
- Strong customer orientation skills
- Ability to prioritise workload
- Teamwork and cooperation
- Problem solving
- Punctuality and deportment

**MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- First Degree in Computer Science, Information Systems or any related discipline; and
  - One (1) year of experience in trouble-shooting software systems and networks in a Microsoft networked environment.
  - Be familiar with working in a LAN/WAN environment.
- OR**
- Diploma in Computer Science, Information Systems or any related discipline.
  - At least three (3) years hands on experience in trouble-shooting software systems and networks in a Microsoft networked environment.
  - Be familiar with working in a LAN/WAN environment.

**Specify licensing or certification necessary for the job**

Professional certification (A+, Network+)

